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IT4IT Part 1 Exam

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1.What are functional components?

- A. They are inputs to the IT4IT value streams, and pass through a hierarchy of data objects via state changes across the service backbone
- B. They are the primary means for understanding business requirements as they are expressed to the Strategy to Portfolio value stream
- C. They represent the output of the Requirement to Deploy value stream
- D. They are the smallest standalone technology units that are useful to IT service provider

Answer: D

2.What does the system of record fabric for IT management include?

- A. Service models flowing across the service backbone
- B. Functional components and their interactions
- C. Data objects, their relationships and inter-dependencies
- D. Value streams and their typical activities

Answer: C

3.Complete the sentence. According to the IT4IT Reference Architecture, the IT value chain is _____.

- A. an economic framework describing how businesses produce value
- B. the IT service lifecycle as represented by its data objects and how they flow across IT management systems
- C. the set of functional components used by every IT department, supporting the IT service backbone
- D. the series of value-adding activities that every IT department should perform

Answer: D

4.How does the IT4IT Reference Architecture use the value stream concept?

- A. As a way of grouping functionality to provide context for where value is being created and delivered
- B. To support predictable, sequential, waterfall approaches to IT service delivery
- C. As a macro-process and capability architecture to provide context for IT value delivery and operations
- D. In order to be compliant with the Value Chain concept of Michael Porter

Answer: A

5.Which of the following are Key Performance Indicators of the Requirement to Deploy (R2D) value stream?

- A. Reduction of change-related outages, reduction of emergency changes, reduction of unplanned change
- B. The investment in each service is quantified in the service portfolio; software license percentage is use
- C. Increase automatically remediated Events; increase the percentage of Events correlated to a business service

D. The percentage of automated tests; arrival and departure rate for work

Answer: B

6.What is the purpose of the Request Rationalization functional component?

- A. Presenting service offers to consumers and facilitating consumption and payment
- B. Aggregating catalog from various suppliers into consumable Offers that users can order
- C. Breaking down and routing requests, and keeping Subscription information up do date
- D. Orchestrating the delivery of various requests amongst (one or more) fulfillment engines in order to deliver the IT service

Answer: D

7.What is the difference between primary and supporting activities in the IT Value Chain?

- A. Primary activities are core for the overall business operating model, while the activities of the IT value chain are a supporting activity
- B. Primary activities focus on the early stages of the IT lifecycle, while supporting activities focus on the later stages
- C. Primary activities are core and vital to the IT function, while supporting activities help ensure its efficiency and effectiveness
- D. Primary activities focus on systems design and construction; supporting activities include planning and operations management

Answer: C

8.What is a goal of the Diagnostics and Remediation functional component?

- A. To design, create, and manage Service Contracts
- B. To aggregate Events
- C. To shorten Mean Time to Repair
- D. To manage the lifecycle of Requests for Change

Answer: C

9.What is the purpose of the Enterprise Architecture functional component?

- A. To log, maintain, and evaluate all demands coming into IT through a single funnel
- B. To manage creation, review, approval, and audit of all IT policies
- C. To create and manage long-term IT investment and the execution plan-of-action
- D. To manage the authoritative list of all IT investments

Answer: B

10.What is a benefit of implementing the Strategy to Portfolio value stream?

- A. Increased business effectiveness by providing a foundation for moving from traditional IT service management to service brokerage
- B. Services designed in accordance with standards and policies
- C. Prioritized IT investment based on impacts on architecture and business priorities
- D. Reduced costs by proactively identifying issues before the service impact becomes severe

Answer: B

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